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June 28, 2010

Office of the Secretary  
Federal Communications Commission  
Washington, DC 20554  
Via Electronic Filing

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

***The State of Delaware's TRS Annual Complaint Logs, which includes the number of complaints received for the period June 1,2009 through May 31,2010, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.***

Although the order asks that the state submit such information, Sprint is submitting this to comply with a contract requirement where the service provider is to submit complaint logs to the FCC. Please contact me if you require any additional information.

Sincerely,

Karl Ewan  
Account Manager  
Delaware Relay

Attachments:

1) Log Sheets



# **Delaware FCC Complaint Log 2009 - 2010**

**Complaint Tracking for DE (06/01/2009-05/31/2010). Total Customer Contacts: 8**

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/17/09	The customer reports that they cannot reach a toll free number through Relay Delaware. The Customer Service Representative apologized and no follow up was requested.	06/17/09	The tech support worked with the Communication Assistant to get the issue resolved. The customer did not request a follow up. Two trouble tickets with resolution were created and the report was closed.
2	07/06/09	The customer called on 7/5/09 with problems dialing 800 numbers from her cell phone. The Communication Assistant could not get call through and kept getting the message, "roaming violation". The customer said that this problem had been going on for two months. The Customer Service Response apologized for the inconvenience and told the customer that a trouble ticket would be entered. The trouble ticket resolution said that the problem was a known bug in the system and would be corrected in the August release. The customer was not pleased with this response and follow up was requested.	07/06/09	The Account Manager called three times and left messages on the customer's answering machine. The Customer never returned any of the calls so the report was closed.
3	07/10/09	The customer reaches a busy signal when calling a DE toll free number through Relay. The Customer Service Representative apologized and a trouble ticket was opened. Follow up has been requested.	07/10/09	Repeated attempts to contact the customer met without success. Three voice messages were left and there were no returned calls. The is currently no way to verify if she is satisfied with the resolution or if the issue has continued.
4	07/21/09	The customer is unable to place any long distance calls through DE relay and now also through National Sprint Relay. The problem began the first week of July and has been continued ever since. The continue to receive the error message: "due to federal roaming regulations the call cannot go through." The Customer Service Response apologized for the inconvenience and requested detailed information so that a trouble ticket could be entered to resolve the issue. Follow up has been requested.	07/21/09	This complaint was put in by a daughter trying to call her mother and could not reach her with relay. The issue was resolved and both mother and daughter were satisfied with the resolution.
5	07/21/09	The Caller reported that she still could not reach the toll free number for Para-transit as reported on July 10, and also now cannot reach long distance numbers. The previous trouble ticket was closed without the problem being resolved. The Customer Service Response apologized for the inconvenience and investigated the previous trouble ticket and entered a new trouble ticket. Since the customer needs to complete the important call today, the Customer Service Representative suggested that she try the National Sprint relay number, and if it does not complete the call then to call back so they can assist her. Follow up has been requested.	07/21/09	There has been repeated attempts to contact the customer that have not been met with success. Three voice messages were left and there has been no returned calls. It is the second complaint from same consumer and there is no way to verify if she is satisfied with resolution or issue has continued.
6	07/23/09	A DE TTY user dialed from a DE relay number to a number in CT. The customer has Verizon and the call will not go through. This happened at 8 42 pm on 7-22-09. The Customer Service Representative apologized to the customer and assured them that we are aware of the problem and are working on it. Follow up has been requested by the Program Manager.	07/23/09	The Customer Service Representative spoke with both the daughter and mother. They had a lot of frustration with dialing the 711 number. The Customer Service Representative spoke with a technician and they had to reset the customer's service profile. The customer is currently successfully making calls through 711 and expressed thanks for help with getting this resolved.

7	08/10/09	A CT voice customer complains that her Mom in DE still can't make her long distance calls via DE Relay using the toll free DE, National or 711 Relay numbers since July. The customer feels this problem should be corrected. The Customer Service Representative apologized, discussed progress from relay technicians, explained that they would inform the DE Program Manager and resubmit a trouble ticket. The customer wants contact from the DE Program Manager with a resolution.	08/10/09	The same consumer with another complaint. The complaint was closed with the issue resolved. The Customer Service Representative spoke with both the daughter and mother. They had a lot of frustration with dialing the 711 number. The Customer Service Representative spoke with a technician and they had to reset the customer's service profile. They are successful with making calls through 711 and expressed thanks for the help with getting this resolved.
8	08/13/09	The customer was upset that the operator did not know how to get her call processed (Delaware roaming problem). The Customer Service Representative apologized for the frustration and delays the error caused. The complaint was received on 8/13/09 at 8:59 a.m. No follow up has been requested.	08/31/09	The posting that explained the procedure for Delaware calls had been removed from the computer the agent was sitting at so she wasn't aware of the process. The posting has been replaced at that station and the agent was coached on the proper procedure.

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